



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 7, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 15S08**
Certain 2008-2010 Model Year F-250 / F-350 Super Duty Vehicles
Serviced with Steering Gear DC3Z-3504-D (STG-454)
Steering Gear Mounting Spacer Installation

REF : **Advance Notice - Safety Recall 15S08**
Dated February 23, 2015

AFFECTED VEHICLES

Certain 2008-2010 Model Year F-250 / F-350 Super Duty vehicles that were serviced with a suspect steering gear after June 30, 2014. Known affected vehicles were identified through ACESII claims, and are active in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on July 7, 2015.

NOTE: Some vehicles serviced with a suspect part may not be identified in OASIS. VINs will only be listed in OASIS for vehicles serviced with a suspect part where a claim was submitted to Ford Motor Company prior to the launch of this recall.

REASON FOR THIS SAFETY RECALL

The service steering gear mounting flange does not rest flush against the frame creating a condition which results in reduced steering gear fastener fatigue life. Over time and high-mileage the steering gear fasteners may break, increasing the risk of a crash.

SERVICE ACTION

Dealers are to install mounting spacers between the steering gear and the frame, and replace the steering gear fasteners.

In addition, use the chart below to identify service part sales and vehicles serviced by your dealership with the following parts:

Steering Gear Part Number	Application	Part Sale / Repair Dates
DC3Z-3504-D (STG-454)	2008-2010 F-250 / F-350 Diesel	After June 30, 2014

If dealership records indicate that an over-the-counter service part sale occurred, or that a vehicle was serviced in the time frame indicated with one of these parts, and the vehicle is not identified in OASIS, dealers should:

- Contact the owner and arrange a service date.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter
- Call the Special Service Support Center (SSSC) at 1-800-325-5621. Be prepared to provide the part number of the affected steering gear and date it was purchased, VIN, RO number, dealer labor rate, and the warranty price for the steering gear spacers and fasteners to be installed.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed by July 10, 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Safety Recall 15S08

Certain 2008-2010 Model Year F-250 / F-350 Super Duty Vehicles Serviced
with Steering Gear DC3Z-3504-D (STG-454)
Steering Gear Mounting Spacer Installation

OASIS ACTIVATED?

Yes, OASIS will be activated on July 7, 2015. Please note that some vehicles serviced with a suspect part may not be identified in OASIS.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on July 7, 2015. Owner names and addresses will be available by July 30, 2015.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

Safety Recall 15S08

Certain 2008-2010 Model Year F-250 / F-350 Super Duty Vehicles Serviced
with Steering Gear DC3Z-3504-D (STG-454)
Steering Gear Mounting Spacer Installation

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

The use of rental vehicles is not authorized for this program.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S08) is the sub code
- Additional labor and/or parts must be claimed as related damage on a repair line that is separate from the repair line on which the FSA is claimed. Additional labor and/or parts require prior approval from the Special Service Support Center.

Safety Recall 15S08
 Certain 2008-2010 Model Year F-250 / F-350 Super Duty Vehicles Serviced
 with Steering Gear DC3Z-3504-D (STG-454)
 Steering Gear Mounting Spacer Installation

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install steering gear mounting spacers and new steering gear fasteners. Includes time to adjusted drag link to correct steering wheel "clear vision"	15S08B	0.7 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
DC3Z-3A572-AA	Steering Gear Mounting Spacers (package of 3)	1
W711886-S439	Steering Gear Fasteners (package of 3)	1

NOTE: 574 affected steering gear assemblies are believed to be in use or end customer hands. Using warranty data, we have identified 146 vehicles that had steering gear DC3Z-3504-D (STG-454) installed. The VINs of these vehicles are in OASIS.

The DOR/COR number for this recall is 50605.

Order your parts requirements through normal order processing channels.

Questions regarding parts should be directed to the SSSC (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2008-2010 MODEL YEAR F-250 AND F-350 F-SUPER DUTY VEHICLES SERVICED WITH STEERING GEAR DC3Z-3504-D (STG-454) — STEERING GEAR MOUNTING SPACER INSTALLATION

OVERVIEW

The service steering gear mounting flange will not rest flush against the frame creating a condition which may result in reduced steering gear fastener fatigue life. Over time and high-mileage the steering gear fasteners may break, increasing the risk of a crash. Dealers are to install mounting spacers between the steering gear and the frame, and replace the steering gear fasteners.

SERVICE PROCEDURE

1. Remove the LH front wheel and tire assembly from the vehicle. Please follow Workshop Manual (WSM) procedures in Section 204-04.
 - Ensure that the steering wheel is in the straight ahead position so that Step 5 (clear vision adjustment) can be performed with more accuracy.
2. Loosen the three steering gear retaining bolts so that the steering gear can be pried away from the frame, allowing room to insert each spacer. See Figures 1 and 2.
3. Remove one original bolt and install a *new* bolt and spacer as shown. Replace the remaining original bolts with *new* bolts and spacers one at a time to keep the steering gear in place. **DO NOT REUSE THE ORIGINAL BOLTS.** See Figure 2.

NOTE: Installing the spacers will affect steering wheel "clear vision".

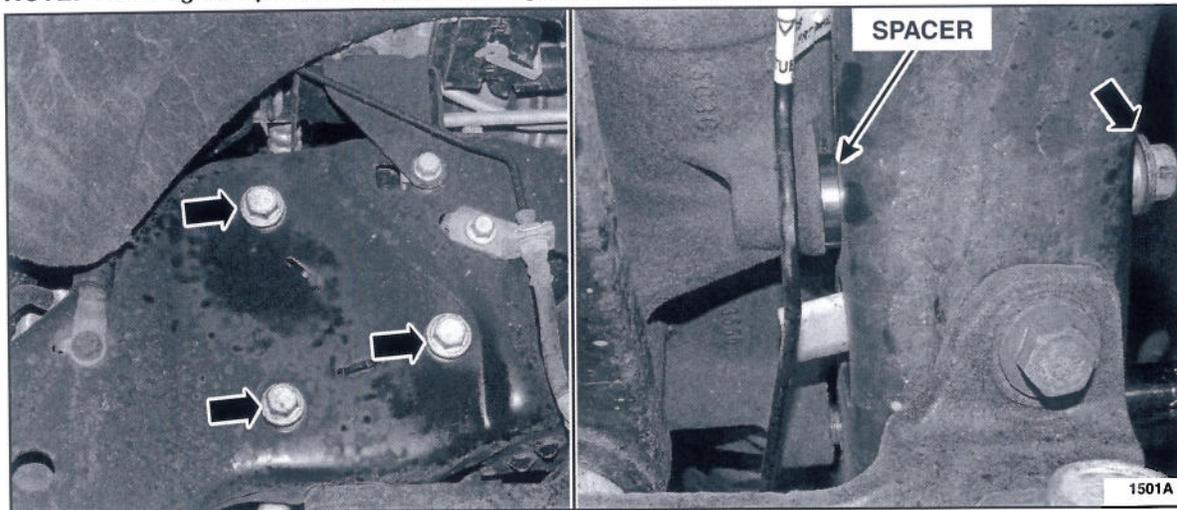


FIGURE 1

FIGURE 2



4. Tighten the *new* steering gear bolts.
 - F-250/350 vehicles - 165 Nm (122 lb-ft).
5. Loosen the drag link adjustment sleeve fasteners and adjust the sleeve as needed to obtain proper steering wheel clear vision. See Figure 3.
 - Tighten the drag link adjustment sleeve bolts to 55 Nm (41 lb-ft).

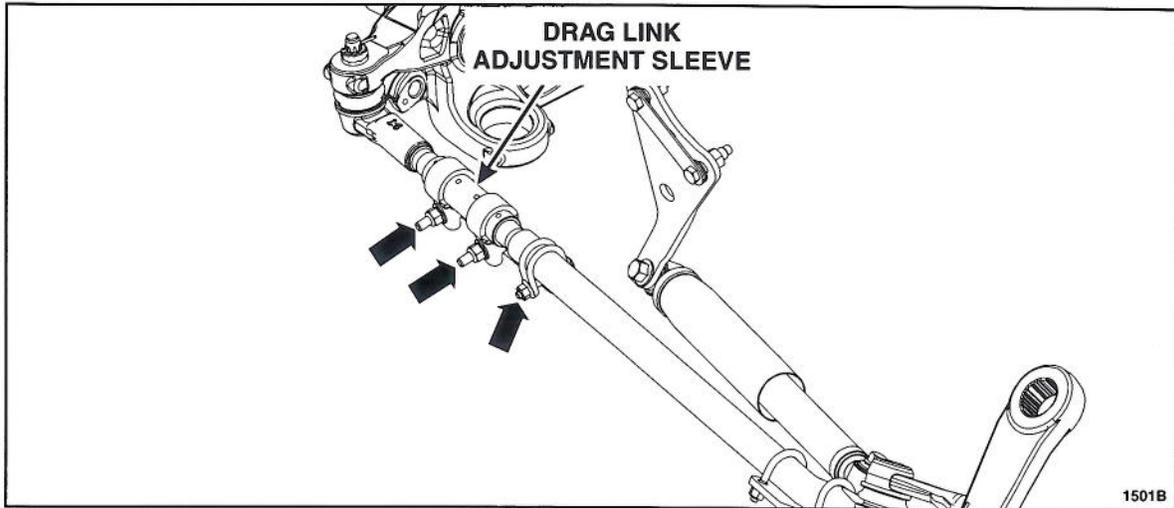


FIGURE 3

6. Install the LH front wheel and tire assembly onto the vehicle. Please follow WSM procedures in Section 204-04.

